

More Medicare and Medicaid Resources

Publications www.medicare.gov/Publications

- View publications like “Medicare Basics: A Guide for Families and Friends of People with Medicare,” “Medicare and Other Health Benefits: Your Guide to Who Pays First,” “Your Guide to Medicare Prescription Drug Coverage,” and more.
- Search by keyword (such as “caregiver,” “rights,” or “employer”), view all publications, or order a copy to be mailed to you.

MyMedicare.gov is Medicare’s secure online service for accessing your personal Medicare information. You can help yourself or another register on the site to track health information and claims, view eligibility and enrollment information, and more.

State Medical (Medicaid) Assistance Offices www.medicare.gov/Contacts/staticpages/msps.aspx

The office in your state can help you find out about Medicaid, Medicare Savings Programs, and other state programs that can help pay your medical bills if you have limited income and resources.

State Health Insurance Assistance Programs (SHIP) www.medicare.gov/Contacts/staticpages/ships.aspx

The program in your state provides free health insurance counseling for people with Medicare. SHIP counselors can help you understand your health care choices and your rights and protections.

YouTube www.YouTube.com/cmshhs.gov

Visit Medicare’s YouTube channel to see videos covering an array of health care topics.

Twitter www.Twitter.com/CMSTGov and www.Twitter.com/IKNGov

Follow official Medicare information and the Children’s Health Insurance Program.

Reference to any specific private Web site; commercial products, process, service or manufacturer; organization; or company in this brochure doesn’t constitute its endorsement or recommendation by the U.S. Government or the Department of Health & Human Services. The phone numbers and Web sites listed in this publication were correct at the time of printing but are subject to change.



Information to Help You Care for Others

CMS Product No. 11458
April 2010

CENTERS FOR MEDICARE & MEDICAID SERVICES



Do you help someone with Medicare?

Medicare and Caregiver Resources

Medicare has many tools to help you get the information you need. This brochure will help you take advantage of the resources available to you. Along with Medicare and Medicaid, you'll find alphabetical listings of resources for information about caring for yourself or someone with Medicare. The resources include support and information about managing care and information about the programs and services available.

Medicare Resources

Visit “Ask Medicare” at www.medicare.gov/caregivers.

- Help someone with Medicare choose a drug plan, compare nursing homes, get help with billing, and more.
- Sign up for the free bi-monthly “Ask Medicare” electronic newsletter that has the latest Medicare information.

Call 1-800-MEDICARE (1-800-633-4227) for information and help with your Medicare questions 24 hours a day, every day. TTY users should call 1-877-486-2048. If you need help in a language other than English or Spanish, let the customer service representative know the language. Medicare can't give personal health information unless the person you're caring for gives verbal permission while you're on the telephone or has submitted written authorization. It's a good idea to have the person you're caring for fill out an authorization form (called “Medicare Authorization to Disclose Personal Health Information” form) in advance. If the person you're caring for is having difficulty completing the form, he or she can call 1-800-MEDICARE for help.

Here are two ways to fill out the form:

- Fill out and submit an e-Authorization Form online by visiting www.medicare.gov/MedicareOnlineForms.
- Print the form or call 1-800-MEDICARE for a copy, and have the person you're caring for fill it out, sign it, and mail it back.

Resources for Caregivers	Contact Information	Description
AARP	<ul style="list-style-type: none">• www.aarp.org• Call 1-888-OUR-AARP (1-888-687-2277), Monday – Friday, 7 am – 12 am ET.	<ul style="list-style-type: none">• Select “Family” and then “Caregiving” to find resources for caregivers.• Select “Health” for information on prescription programs and other health issues.
Administration on Aging (AoA)	<ul style="list-style-type: none">• www.aoa.gov• Visit the Eldercare Locator at www.eldercare.gov, or call 1-800-677-1116 weekdays, 9 am to 8 pm EST.	<ul style="list-style-type: none">• Select “Elders and Families” for a variety of caregiving resources, including ways to take care of yourself and others, joining a caregiver support group, and where to find supportive services in your community.• Learn about private insurance, community programs, Medicaid, pharmaceutical programs for seniors, selecting a nursing home in your area, and finding your closest Area Agency on Aging (AAA) program.
American Association of Homes and Services for the Aging	www.aahsa.org	<ul style="list-style-type: none">• Select “Consumers” to find information on choosing and paying for aging services.• Select “Resources” to browse through a variety of papers, publications, links to other organizations, and more.
Area Agency on Aging	Call 1-800-442-2803 to find out how to contact your Area Agency on Aging.	Area Agencies on Aging provide information and coordinate services and programs to help seniors and people with disabilities with a variety of personal activities.
Family Caregiver Alliance	www.caregiver.org	<ul style="list-style-type: none">• Use the Family Care Navigator to find resources in your area.• Select “Work and Eldercare” for information on care strategies, legal and financial issues, and more.
Healthfinder.gov	www.Healthfinder.gov	By searching “caregiving,” you'll find web resources for government agencies, non-profits, and universities that provide information and articles on a variety of caregiving topics.

Resources for Caregivers	Contact Information	Description
National Alliance for Caregiving	www.caregiving.org	<ul style="list-style-type: none">• Select “Publications” for brochures for caregivers or reports on programs and research.• Select “Resources” for information on dealing with the challenges of caregiving and “Lotsa Helping Hands,” a Web site where you can create your own caregiving site to coordinate support for you and the person you help.
National Association of Professional Geriatric Care Managers (NAPGCM)	www.caremanager.org	Find a geriatric care manager who can oversee your loved one's care.
National Council on Aging	<ul style="list-style-type: none">• www.ncoa.org• www.benefitscheckup.org• www.accesstobenefits.org	<ul style="list-style-type: none">• Visit www.ncoa.org, and select “Benefits for Seniors” for help paying bills, paying for prescription drugs, and finding housing.• Visit Benefits Checkup for eligibility information about Federal and state programs like Social Security, Medicaid, in-home services, and pharmacy programs.• The Access to Benefits Coalition ensures that people with Medicare with limited income and resources make the best use of all available resources for accessing prescription drugs and reducing their costs.
National Family Caregivers Association	www.nfcacares.org	Select “Caregiving Resources” or “Connecting Caregivers” for information and support.
Seniors.gov	www.seniors.gov	Find official information and resources for seniors from the Federal government including health, end-of-life issues, housing, consumer protection, and more.
Social Security	<ul style="list-style-type: none">• www.socialsecurity.gov• Call 1-800-772-1213 between 7 a.m. and 7 p.m., Monday through Friday. TTY users should call 1-800-325-0778.	<ul style="list-style-type: none">• Apply for Social Security retirement, disability, or spouse's benefits or Extra Help with your Medicare drug plan costs.• Sign up for Medicare Part A or Part B.• Make changes to your personal information (such as your name, address, or to report a date of death).